

REQUEST FOR PROPOSAL

Addendum #1



Department Of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY Relay: 711

Date: July 11, 2006

RFP Title:	Hosted Email Standby System
Requesting Dept./ Div.:	Dept. of Office of Information Resource Management
RFP Number:	06-058KAH
Due Date/Time:	July 27, 2006 – no later than 2:00 P.M.
Buyer:	Kathleen Hilliard Kathleen.hilliard@metrokc.gov , 206-263-4274

This addendum is issued to revise the Original Request for Proposal, dated June 29, 2006 as follows:

- Part C,**
add Hosted Email Response Exhibits A-E. Exhibits A – E are attached in PDF format for reference purposes only.

Note:

To download Exhibits A-E in MS Word format go to

http://metrokc.gov/procurement/rfpdocs/2006/June/GoodsAndServices/06-058/06-058_partc_exhibitsA-E.doc

SUBMITTERS SHALL COMPLETE AND SIGN THE FORM BELOW (TYPE OR PRINT)

Company Name		
Address		City/State/Zip Code
Signature	Authorized Representative / Title	
E-mail	Phone	Fax

This Invitation to Bid Addendum will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities upon request.

EXHIBIT A – HOSTED EMAIL Rfp RESPONSE FORM MANDATORY REQUIREMENTS

Part C, Sub- Section	Topic / Feature (Part C, Section 1.5)	Response (reference attachments as needed): Describe how each Mandatory Requirement is met
A.1	<p>System Compatibility</p> <p>1. The hosted email standby system shall be compatible with:</p> <ul style="list-style-type: none"> • Exchange 2003 and above <p>AND</p> <ul style="list-style-type: none"> • Windows Server 2003 and above. 	
B.1	<p>System Activation</p> <p>1. Multiple methods, e.g., phone, email, etc., to activate the hosted email standby system shall be provided to the County.</p>	
B.2	<p>2. Each activation method shall include a verification process to certify that individuals are authorized to activate the hosted email standby system for the County.</p>	
B.3	<p>3. The County shall be allowed to activate at any time of day, 24x7x365.</p>	
C.1	<p>System Deactivation</p> <p>1. Upon deactivation of the hosted email standby system, all email sent, email received and email data processed using the hosted email standby system shall be appended to the County's production email system and made available to County end-users within 24 hours after deactivation notification by the County.</p> <ul style="list-style-type: none"> ○ Processed email data includes, but is not limited to: <ul style="list-style-type: none"> ▪ Adds, deletions and modifications to global address book, public folders, personal contacts, personal calendars and distribution lists ▪ Changes to mailboxes such as data moved between folders or adding folders to a mailbox. 	

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Part C, Sub- Section	Topic / Feature (Part C, Section 1.5)	Response (reference attachments as needed): Describe how each Mandatory Requirement is met
C.2	2. The automated process to append all email sent, email received and email data processed by the hosted email standby system shall use a secure method.	
D.1	<p>System Functionality</p> <p>1. When activated, the hosted email standby system shall be fully functional and accessible to all County employees within 24 hours or less of activation.</p> <ul style="list-style-type: none"> ○ Full functionality shall include end-users who can: <ul style="list-style-type: none"> ▪ Send, receive and process email data from their existing County email address (see C.1 for a description of process email data). ▪ Use their existing email password to access the standby email system. ▪ Access the hosted email standby system via an intuitive web browser from the Internet. ○ The County's global address book, public folders, personal contacts, personal calendars and distribution lists shall be accessible and shall include updates that are no more than 24 hours old when the hosted email standby system is fully functional after activation. 	
E.1	<p>Multiple Email Domains</p> <p>1. The system shall support multiple email domains including metrokc.gov and other County hosted domains for up to 10 domains.</p>	

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Part C, Sub-Section	Topic / Feature (Part C, Section 1.5)	Response (reference attachments as needed): Describe how each Mandatory Requirement is met
F.1	<p>Security</p> <p>1. Email and related data shall be securely stored at the hosted vendor's facility. This includes, but is not limited to:</p> <ul style="list-style-type: none">• Access to areas where servers that filter and store email and related data shall be monitored and protected by either a password, passkey, biometric equipment or other security method• Service provider administrators shall have the minimum level of access control necessary to support the hosted email standby system• Audit trails for entry access and data access shall be maintained	
F.2	<p>2. Web access control for data stored at the hosted facility shall be at least 128 bit SSL.</p>	
G.1	<p>Protocols Not Allowed</p> <p>1. The hosted email standby system shall not require the following protocols to enter the County's network: RPC, IMAP and POP.</p>	

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Part C, Sub- Section	Topic / Feature (Part C, Section 1.5)	Response (reference attachments as needed): Describe how each Mandatory Requirement is met
H.1	<p>Data Center</p> <p>1. The data center(s) where the hosted email standby system is located shall be a secure facility that meets the Tier III standard defined by The Uptime Institute, Inc. ® in the Tier Classifications Define Site Infrastructure Performance. Evidence of the Tier level shall be provided by the Respondent to the County. This standard is available at http://www.upsite.com/file_downloads/PDF/TUI_WPapers_0506/TUI705CTierClassification_WP.pdf and includes but is not limited to:</p> <ul style="list-style-type: none"> • Multiple power and cooling distribution paths with only one active path and redundant components and infrastructure that are concurrently maintainable providing 99.982% availability. • Infrastructure that includes environmental systems with multiple chillers, excess cooling capacity, dual water supplies and fire/smoke/water detection and prevention systems. • A hardened facility with built-in redundancy throughout to mitigate the risk of any type of failure. This includes receiving power and communications for voice and data from multiple providers; via multiple above and below ground paths. The facility should be outfitted with UPS and backup generators. • Security provisions that include 24x7 guard patrols, closed-circuit surveillance of all critical areas monitored 24x7 and strictly controlled access entrances to facilities. 	

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Part C, Sub-Section	Topic / Feature (Part C, Section 1.5)	Response (reference attachments as needed): Describe how each Mandatory Requirement is met
I.1	Elevated Privileges 1. System installation and support shall not require the County to provide elevated privileges for email and Active Directory access to non-County personnel and to County personnel who are not already email and/or Active Directory administrators. County email and Active Directory administrators shall work with service provider personnel when elevated privileges are needed.	
J.1	Patch Management, System Updates, System Upgrades 1. The successful Respondent shall maintain current patch levels on the hosted email standby system.	
J.2	2. The successful Respondent shall maintain current patch levels on all software installed by the successful Respondent in the County's email environment.	
J.3	3. The successful Respondent shall assist the County in testing all patches, system updates, system upgrades on any and all systems installed in the county's environment. Testing will be conducted in the County's test email environment first and then in the County's production email environment for up to 10% of mailboxes.	
K.1	Disaster Recovery Plan 1. The successful Respondent shall have an up-to date disaster recovery plan for the hosted email standby system that has been exercised (tested) within the last 12 months.	

EXHIBIT A – HOSTED EMAIL Rfp RESPONSE FORM MANDATORY REQUIREMENTS

Part C, Sub- Section	Topic / Feature (Part C, Section 1.5)	Response (reference attachments as needed): Describe how each Mandatory Requirement is met
L.1	<p>Web Access</p> <ol style="list-style-type: none">1. Access to the hosted email standby system for end users and for email administrators shall be via a SSL connection with a web browser using the following browser types for both Personal Computers and Macintosh Computers:<ul style="list-style-type: none">• Internet Explorer versions 4.x, and above,• Safari 1.x and above (Macintosh only),• Firefox 1.x and above, and• Netscape 7.x and above.	

EXHIBIT B – HOSTED EMAIL Rfp RESPONSE FORM DESIRABLE CAPABILITY

Part C, Sub-Section	Topic / Feature (Part C, Section 1.6)	Response (reference attachments as needed): Describe how each Desired Capability is met
A.1	Blackberry Devices 1. The hosted email standby system supports emailing to Blackberry devices.	
B.1	Subset of Production 1. The hosted email standby system can activate a subset of the County email environment. A subset is one or more of the following: <ul style="list-style-type: none">• A single email server• A single email information store	

EXHIBIT C – HOSTED EMAIL Rfp RESPONSE FORM - REQUIRED RESPONSE

Part C, Sub-Section	Topic / Feature (Part C, Section 1.7)	Response (reference attachments as needed):
A.1	Hosted Email Standby System Description 1. Describe the hosted email standby system technical architecture and operating environment. <ul style="list-style-type: none"> • Attach a schematic. • Include a description and quantities for all required software. • Include specifications and quantities for all required hardware. 	
A.2	2. Describe how the hosted email standby system would be implemented for the County.	
A.3	3. Describe administrator features, functions, and processes.	
A.4	4. Describe end-user features and functions.	
A.5	5. Describe the process used to synchronize the County's production email data with the hosted email standby system. Identify any latencies in synchronization. <ul style="list-style-type: none"> • This includes all County employee's email addresses and passwords, public folders, contacts, calendars and distribution lists • This does not include sent, received and processed historical email or pst files. 	
A.6	6. Describe the typical customer process to activate the hosted email standby system at the time of a disaster.	
A.7	7. Describe the typical customer process to deactivate the hosted email standby system and resume using the customer's production email system.	

EXHIBIT C – HOSTED EMAIL Rfp RESPONSE FORM - REQUIRED RESPONSE

Part C, Sub-Section	Topic / Feature (Part C, Section 1.7)	Response (reference attachments as needed):
A.8	8. Describe the web email client functionality. Functionality includes but is not limited to: <ul style="list-style-type: none">• Attachments• Calendars• Distribution lists• Mail Formats supported including html, rich text, plain text• Mailbox• Meetings and Reminders• Searches• Spell Checking• Sub-Folders	
A.9	9. Identify any restrictions in the web email client.	
A.10	10. Describe what happens to customer processed email data after deactivation of the hosted email standby system, such as how it is cleared of fixed media. (See 1.5.C.1 for a description of process email data.)	
A.11	11. List the email protocols supported.	
B.1.a	Benchmarks 1. Provide benchmark test results for end-user response times for the following: a. A high speed Internet connection, including benchmarks to: <ul style="list-style-type: none">• Open an email• Send an email• Open calendar item• Create calendar item	

EXHIBIT C – HOSTED EMAIL Rfp RESPONSE FORM - REQUIRED RESPONSE

Part C, Sub-Section	Topic / Feature (Part C, Section 1.7)	Response (reference attachments as needed):
B.1.b	<ol style="list-style-type: none"> 1. Provide benchmark test results for end-user response times for the following: <ol style="list-style-type: none"> b. Dial-up connection, including benchmarks to: <ul style="list-style-type: none"> • Open an email • Send an email • Open calendar item • Create calendar item 	
C.1	Email Recovery <ol style="list-style-type: none"> 1. Describe how an end-user would recover accidentally deleted email in the hosted email standby system. 	
C.2	<ol style="list-style-type: none"> 2. Describe how the County email administrator would recover accidentally deleted email in the hosted email standby system. 	
C.3	<ol style="list-style-type: none"> 3. Describe how to recover email messages. Specifically identify if a single email message can be recovered or if the entire mailbox needs to be recovered to recover a message. 	
D.1	Spam, Viruses and Unwanted Content <ol style="list-style-type: none"> 1. Describe how spam, viruses, and unwanted content are prevented. List products used. 	
D.2	<ol style="list-style-type: none"> 2. Describe how spam, viruses and unwanted content are eliminated when not caught by prevention techniques. 	
D.3	<ol style="list-style-type: none"> 3. Describe how false positive quarantined email is recovered. 	
D.4	<ol style="list-style-type: none"> 4. Describe how a false positive and a false negative spam message are determined. Provide statistics on false positive and false negative rates. 	

EXHIBIT C – HOSTED EMAIL Rfp RESPONSE FORM - REQUIRED RESPONSE

Part C, Sub-Section	Topic / Feature (Part C, Section 1.7)	Response (reference attachments as needed):
E.1	System Update, Upgrade and Maintenance 1. Describe the hardware, software, and services support offered including support hours. Identify whether service is included in the Base Services or Optional Services section of Exhibit G.	
E.2	2. Describe the hosted email standby system update, upgrade and maintenance processes and schedule. Identify the maintenance window.	
E.3	3. Describe impacts to the County production email system during the update, upgrade and maintenance processes.	
E.4	4. Describe how the successful Respondent will ensure that the hosted standby email system has long-term viability and will maintain compatibility with the County's production email system in the event that the County continues to use an older version of its' software for an extended period of time. Software versions are identified in 1.5.A.1 and 1.5.M.1.	
F.1	System Backups and Restoration 1. Describe the backup frequency and process for hosted email standby system's data infrastructure.	
F.2	2. Describe the backup frequency and process for client email data in the hosted email standby system.	
F.3	3. Describe the frequency and process for testing the restoration of backed up email system and client data.	
F.4	4. Describe the media retention process and off site storage procedures.	
F.5	5. Describe how defective, historical or old media is destroyed and/or disposed of.	

EXHIBIT C – HOSTED EMAIL Rfp RESPONSE FORM - REQUIRED RESPONSE

Part C, Sub-Section	Topic / Feature (Part C, Section 1.7)	Response (reference attachments as needed):
G.1	Disaster Recovery Plan 1. Briefly describe the disaster recovery plan for the hosted email standby system and attach the plan outline.	
G.2	2. Identify if practice drills for failover to emergency power and backup generators for the entire data center are included in the plan.	
G.3	3. Identify the date(s) when the plan was exercised during the past 12 months.	
H.1	Single Points of Failure 1. List and describe all single points of failure in the hosted email standby system and its infrastructure.	
H.2	2. For each single point of failure, describe: <ul style="list-style-type: none"> • If mitigated, how it has been mitigated (i.e. via hardware/software, etc) OR <ul style="list-style-type: none"> • If not mitigated, describe how this risk is managed to minimize the impact of a failure. 	
I.1	Policy Compliance 1. Identify by sub-section number and describe what the Respondent cannot adhere to in the following the County policies available at http://www.metrokc.gov/oirm/services/standards.aspx : <ul style="list-style-type: none"> • Enterprise Information Security Policy section 5.1, • King County Information Privacy Policy, and • Password Management Policy 	
J.1	Quality 1. Describe how Respondent will provide end-to-end quality to the County so that all components added to or replaced in the hosted email standby system will not adversely affect service level or system's longevity.	

EXHIBIT C – HOSTED EMAIL Rfp RESPONSE FORM - REQUIRED RESPONSE

Part C, Sub-Section	Topic / Feature (Part C, Section 1.7)	Response (reference attachments as needed):
J.2	2. Describe Respondent's policies and practices to ensure quality of system updates, upgrades and support.	
K.1	Service Level Agreement 1. Provide a copy of a standard service level agreement (SLA) for the hosted email service. Ensure that any and all customer references are redacted. The Respondent's standard SLA will be used for information purposes by the County. An agreement for service will be negotiated by the County with the successful Respondent and included in the Contract scope of work.	
K.2	2. Describe the SLA performance metrics that are measured and guaranteed, including, but not limited to, network bandwidth.	
K.3	3. If the situation has occurred where the terms of a client SLA were not met, describe the situation and the remedy provided to the client.	
L.1	Account Manager 1. Describe how Respondent will provide a single account manager as the communication channel between the Respondent and the County. Include in this description the name, location and telephone number of the account manager identified to work with the County. The account manager should be responsible for coordinating all aspects associated with the Contract, work with County staff to resolve issues and provide quarterly service level metrics for the County. These services should be provided at no additional cost to the County.	

EXHIBIT C – HOSTED EMAIL Rfp RESPONSE FORM - REQUIRED RESPONSE

Part C, Sub- Section	Topic / Feature (Part C, Section 1.7)	Response (reference attachments as needed):
M.1	<p>RFP Part B – Standard Contract Terms and Condition Review</p> <p>1. Submit a signed letter by your attorney or authorized legal representative stating one of the two following options:</p> <ul style="list-style-type: none"> • Your company can comply with all terms and conditions of the RFP Part B – Contract <p>OR</p> <ul style="list-style-type: none"> • Your company takes exception to the terms and conditions in RFP Part B – Contract. Include Part B as an attachment to this letter, identifying the exceptions and proposed changes. Identify all changes in PART B using the track changes feature in Microsoft Word. 	<p>King County Instruction: Attach signed letter</p>
N.1	<p>Statement of Work</p> <p>1. Provide a statement of work to install and implement the hosted email service for the County. The County would like testing to occur in the following two stages:</p> <ul style="list-style-type: none"> • In the County’s test email environment • In the County’s production email environment <p>Include tasks and activities, schedule, performance metrics, acceptance criteria, and describe resources provided by the County and by the Respondent. Upon agreement by the County the statement of work will serve as the definition of the implementation plan. Provide names and resumes, specifically identifying experience with hosted email standby system implementations for all Respondent provided personnel and identify the roles that each will have during installation and implementation. The successful Respondent will notify the County in advance of any changes to proposed personnel for approval by the County.</p>	<p>King County Instruction: Attach statement of work and resumes</p>

EXHIBIT C – HOSTED EMAIL Rfp RESPONSE FORM - REQUIRED RESPONSE

Part C, Sub-Section	Topic / Feature (Part C, Section 1.7)	Response (reference attachments as needed):
N.2	<p>2. Include in the statement of work a description of the training for up to 10 County email administrators and for up to 11,500 end-users.</p> <ul style="list-style-type: none">• Describe the training required to implement and support the hosted standby email service by the County's email administrators, including content, format, schedule, location, and certification of courses, materials and instructors. If the training is to be provided by a third party, additionally identify this company and its location(s).• Describe what information and how it will be conveyed to the County's end-users so they know how to use the hosted standby email service at the time of a disaster.	<p>King County Instruction: Attach statement of work and resumes</p>

EXHIBIT D – HOSTED EMAIL Rfp RESPONSE FORM RESPONSE REQUIRED – COMPANY PROFILE AND FINANCIAL INFORMATION

Part C, Sub-Section	Topic / Feature (Part C, Section 1.8)	Response (reference attachments as needed): Provide the following information for the Respondent Make a copy of this table and complete for each partner and subcontractor included in your proposal.
A.	Company's full name.	
B.	Location of the company's headquarters, include address and telephone number.	
C.	Mission and vision statements for the company.	
D.	Organization chart of the company.	
E.	Whether the company is publicly or privately held.	
F.	Length of time the company has been in business.	
G.	Description of the company's target market and reasons for this strategy.	
H.	List and description of Microsoft partner certifications held by the company.	
I.	Description of the company's business relationship with Microsoft and the number of years this relationship has existed.	
J.	Location of company offices and service centers that are pertinent to the proposal, including numbers and types of staff at these locations.	
K.	Length of time the company has offered the proposed service(s).	
L.	Number of customers using the proposed hosted email standby system.	
M.	Number of similar size implementations of the proposed hosted email standby system completed during the past three years.	
N.	Indicate why the Respondent considers itself to be the "right" Respondent and what key strengths it will bring to the County.	

EXHIBIT D – HOSTED EMAIL Rfp RESPONSE FORM RESPONSE REQUIRED – COMPANY PROFILE AND FINANCIAL INFORMATION

Part C, Sub-Section	Topic / Feature (Part C, Section 1.8)	Response (reference attachments as needed): Provide the following information for the Respondent Make a copy of this table and complete for each partner and subcontractor included in your proposal.
O.	Provide proof of financial stability by supplying a set of current audited financial statements including, but not limited to, Income Statement, Balance Sheet, Cash Flow Statement, Notes to the Financial Statements, and the Management Discussion & Analysis. (If the Respondent cannot provide an audited financial statement, it may provide a reasonable equivalent. However, if the County cannot extract from the information provided, a clear indication of the Respondent's financial stability, this may reflect negatively on the Respondent's overall evaluation.)	

EXHIBIT E – HOSTED EMAIL Rfp RESPONSE FORM REQUIRED RESPONSE FOR CLIENT REFERENCES

(PART C, SUB-SECTION 1.9)

The Respondent shall provide the names of at least three (3) current customers with whom the Respondent has entered into a similar agreement and whom the County may contact. Of the three client references, at least two (2) should be from the public sector, preferably with citizen populations over 1,000,000.

#	Contact Name & Title	Phone Number	Customer Name and Address	Description of Contract	Start and End Date of Contract	Value of Contract
1.						
2.						
3.						